

CASE STUDY

SNA Displays

Digital Signage Monitoring with Domotz

The Domotz solution offered rapid response and proactive monitoring for clients seeking large-format LED video displays.





Discover how SNA Displays enhances rapid response and proactive monitoring for clients seeking large-format LED video displays.

In this case study, we will look at how SNA Displays has built a service-based solution that easily scales to delivering on those promises.

Domotz's automatic discovery of all devices associated with the network they are deploying and the templating functions, allows for quick set-up and system maintenance. The prompt alerts on system sensors and network status yields exceptional value to the SNAPros™, enabling the rapid response.

"Each SNA Displays deployment includes a Domotz agent as part of the total solution, allowing the SNAPros™ team to act quickly and respond to any technical issue that arises."

About the client



SNA Displays brings creative visions to life through high-end innovative LED screen displays that are as vivid and dynamic as the imagination.

Established in 1993, SNA Displays has become well known in the LED display industry as the company that manufactures and installs some of the world's largest LED spectacles.

Their core mission is to deliver comprehensive digital display solutions with superior products, ethical practices, and complete customer satisfaction at competitive prices.

The Challenge

The challenge was clear: how to provide exceptional service. SNA Displays built its reputation on not just amazing displays, but also on a superior service. In the ever-active digital world, displays must operate continuously, as any downtime directly impacts revenue.

Recognizing the importance of maintaining uninterrupted service, SNA Displays sought an automated and proactive service model to address critical service needs, which led them to Domotz.



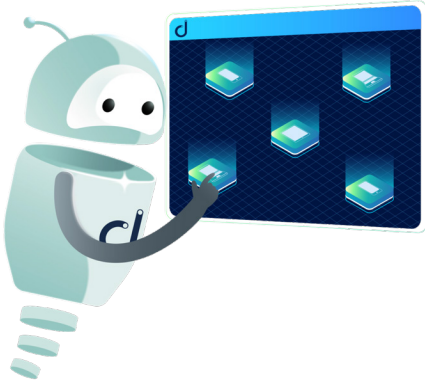
The Solution



In response to this challenge, Domotz provided the automation and scale necessary for SNA Displays to manage the complexity and volume of their digital display systems.

The company included a Domotz agent in each system deployment. As a result, SNA Displays enabled its SNAPros™ team to swiftly address and respond to technical issues.

Domotz's easy integration and data transformation capabilities allowed for efficient management and proactive service, ensuring maximum system uptime.



Implementation

SNA Displays takes the following steps:

1. **Install the Domotz agent:** Each SNA Displays deployment includes a Domotz agent as part of the total solution, allowing the SNAPros™ team to act quickly and respond to any technical issue that arises.
2. **Automatic discovery:** Domotz's automatic discovery and templating functions facilitated quick setup and maintenance, transforming complex system deployments into manageable, highly responsive operations.
3. **Simplify the complexity:** Domotz integrates easily to connect complex system deployments and transform the data into an easy-to-use format.
4. **Set up alerts:** The Domotz solution also includes setting up alerts that allows SNA Displays to maintain maximum uptime and enable proactive service when any issue is detected and alerted.

Results

The SNA Displays team goes big, real big! The adoption of Domotz has significantly distinguished SNA Displays from its competitors, demonstrating the transformative power of integrating advanced service and sales solutions like Domotz.

By leveraging Domotz's SNA Displays improves the following:

Great scalability: Domotz's automatic discovery of all devices associated with the network they are deploying and the templating functions, allows for quick set-up, system maintenance, and scalability.

Exceptional service and support: Leveraging Domotz, SNA Displays has revolutionized its interaction with customers by prioritizing service and support while still delivering superior digital signage solutions.

Proactive monitoring: The ability to provide rapid response and proactive monitoring has not only enhanced SNA Displays' sales proposition but also solidified its reputation as the go-to choice for large-format LED video displays.

Rapid response: The prompt alerts on system sensors and network status yields exceptional value to the SNAPros™, enabling the rapid response.

Efficiency in operations: Domotz integrates easily to connect complex system deployments and transform the data into an easy-to-use format. This allows SNA Displays to maintain maximum uptime and enable proactive service when any issue is detected and alerted.



Highlights of the Case Study

All-in-all, SNA Displays is able to transform its service into a sales solution, improving efficiency in operations improve the integrator's overall offering to their clients via Domotz.

Putting service and support first, while still delivering on an amazing digital signage solution, puts the leading company in a class beyond its competitors.

Take a look at SNA Displays case study as an example of how leveraging a tool like Domotz to build out a better service and sales solution is not only possible but should be considered as necessary. Shift your paradigm!